

Jacqueline Parker

OPEN MEETING AGENDA ITEM

From: Steve Neil <steven.stuart.neil@gmail.com>
Sent: Monday, December 09, 2019 11:14 AM
To: Olson-Web
Subject: Re: APS monthly bill issues for your careful consideration

Follow Up Flag: Follow up
Flag Status: Flagged

Commissioner Olson,

Thank you for accepting my Friday email and docketing it in the APS rate review matter, [E-01345A-19-0003](#). As a result, I received a phone call this morning from an APS employee named Elizabeth who works in APS consumer complaints. She said that APS had researched the figures in my email and discovered that **the discrepancy was because the Phase 2 TEAM adjustment - a credit for the lower income taxes APS is paying - was not reflected in the online "bill breakdown" figures for any bill for any ratepayer.** As you'll recall, the online representation was \$5.80 higher than my actual bill. After the phone call, I ran the math on this bill adjustment - NEGATIVE \$0.003048/kWh * 1904 kWh = - \$5.803392 - and when rounded down to the penny, matches the discrepancy.

I find it absolutely stunning that APS can't keep their own billing figures straight. The words that best describe this mess to me is that **APS rate designers have made things so complex that their own programmers have great difficulty writing code that gets the bill dollar figures correct or the proforma bill calculations in the case of rate comparison tool that has been in the news much of late.**

I would like to also point out that I contacted APS the day I found this problem - November 8 - but those staff members did not take the time to fully understand the "bill anomalies" as I called them and follow through on finding and explaining the discrepancy to me. It took you filing my email to the docket for APS to get to the bottom of the matter.

With you being instrumental in Arizona utilities passing on their reduced income tax expense in the form of credits on ratepayers' monthly bills, I thought you would be interested in knowing the devil in these details.

Sincerely,

Steve Neil